

Youth Partnership

Partnership between the European Commission
and the Council of Europe in the field of Youth



Symposium

'CONNECTING THE DOTS: Young People, Social Inclusion and Digitalisation'

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Draft Compendium of Practices

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A. Contributors

With special thanks to the following people/organisations who submitted practice proposals featured in this compendium showcasing digitalisation for the social inclusion of young people:

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B. Introduction

Earlier this year, we put out a call for good examples of practices encompassing digitalisation to enable, support and enhance Social Inclusion of Young People. We sought projects, tools, policy led interventions and research initiatives that had an impact on the social inclusion. We looked for practices that can inspire others to include digitalisation in their social inclusion efforts of young people. These practices can largely be broken down into, Youth Work, Youth Policy and Youth Research, though several proposals received overlapped two or more of these distinctions. We defined these in the call as practices relating to:

- a. Youth Work: smart youth work (including digital youth work), competences needed from practitioners; the role of youth work in developing young people's media literacy; using digitalisation for youth empowerment;

- b. Youth Policy: the role of youth policy in taking up the theme of digitalisation as part of different programmes aimed at curbing inequality, using new channels to reach out and involve young people (for example, through gaming or apps), acting as a regulator or as a support; and the role of digitalisation in shaping youth policy in all its phases;
- c. Youth Research: the role of youth research, identifying further areas of research and the use of data-driven developments for research.

Furthermore, for the purpose of this call, we have conceptualised the links between digitalisation and social inclusion as practices related to:

1. **Access to services**, youth-friendly services, services for social inclusion for example, an online app that supports young people leaving institutional care to access their rights to housing and education
2. **Reaching out** to young people and the digital divide; for example, having user friendly online spaces for youth work activities and encouraging their use at public libraries
3. **Resilience and empowerment** for social inclusion; for example, digital platforms where young people can learn skills for civic engagement and the labour market
4. **Tackling discrimination** in the digital space, hate speech, cyber-bullying and harassment. For example, online campaigns to combat hate speech, or information and support platforms against cyber-bullying.

Similarly to the aforementioned distinctions, many of the practices featured could be characterised as contributing to two or more of these conceptual areas.

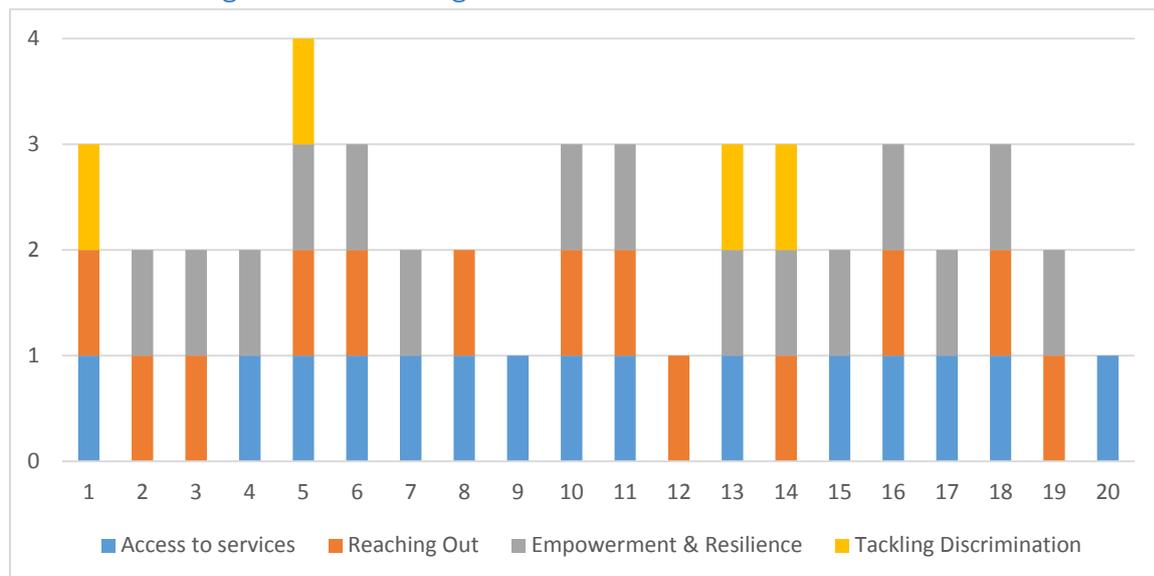
From the proposals received, we chose 20 practices we believe demonstrate a diversity of ways in which digitalisation can help foster social inclusion. Of course, there were a wealth of good practices we would have additionally liked to include, but unfortunately had to omit due to the need for brevity and because of considerable overlap with those already chosen. Thus, we look forward to showcasing and hearing about additional good examples of practices throughout this year's symposium. Importantly, examples of practices presented below serve to inspire and inform how digital tools can enable, support and/or enhance social inclusion of youth by facilitating such aspects as access, communication, engagement,

education and training of youth as well as youth workers in the field. Such practices ranged from (1) direct target interventions of young people, (2) interventions aiming at supporting the communication and relationship between young people and youth workers/centres/initiatives, (3) or practices that sought to renew the skills, capacities, efficiencies and effectiveness of youth focused work in addressing the challenges of social inclusion of young people. Altogether we've identified from the practices 35 distinct ways in which digitisation can foster social inclusion, though that is not to suggest this number is exhaustive. Whilst examples of practices provide insight into the specific context of applying digital tools, readers should be mindful of how such approaches can be successfully translated and applied to their own specific context of need. We survey examples of applying a digital element using such tools as popular Social Media platforms, bespoke digital networking platforms, e-learning platforms, gamified digital learning, websites, online forums, digital media production, digital resource repositories and Q&A communication tools etc.

C. Overview of Compendium of Practices

The following graph illustrates how the 4 major themes this year on Digitisation for Social Inclusion align to the 20 practices described below:

Practice running order according to thematic areas



What follows is an overview of the digitisation elements that foster either directly or indirectly social inclusion. We have categorised these according to the thematic areas in the practice proposal call, though recognising some of these practice examples may cover two or more of the thematic areas:

Access to services:

- Information & Resources (e.g. drug information) on potentially sensitive issues in a safe, easily accessible, and anonymous way of informing themselves.
- Digital platforms to enable easier and accessible means for young people and youth groups to apply for public funds and influence the use of public funds.
- Digitalisation of a service can increase ease and accessibility to young people due to temporal, spatial, cost constraints.
- Mobile digital apps help ensure accessible and informative information, guidance and support is on hand as young people need it.
- Digitalisation can automate or assist with communicating and informing young people about community and opportunities in community.
- Digitalisation of counseling or other support services via a one to one chat or VOIP facility can offer anonymity, ease accessibility and in some cases support a preferred communication channel for young people.

- g. Digitization through (semi)automation of a guidance & support service can increase capacity of the service offering to young people.
- h. Multi-platform device capability of digital youth services ensures equal access by young people.

Reaching out:

- i. Adding digital elements to an otherwise traditional community event can be a rationale & avenue to include and attract young people into the mix of community and community identity building activities.
- j. Digitalisation of a service can include features to address language barriers in communicating with service providers, as well as language and skills barriers to communicating to the wider community of interest.
- k. Digital focused 'meet ups', 'maker spaces' or 'innovation labs' are a mechanism for young people's (1) social capital to emerge, (2) learning and skills to develop, (3) and sense of community or citizenship to form, through the contribution of social innovations.
- l. Digital networking platforms via web or apps can foster young people's peer networks of support, learning and social capital to emerge.
- m. Digitalisation of participatory mechanisms can enable geographically distributed and asynchronous communication, debate and discussion to occur.
- n. Digital gamification of participatory mechanisms may lead to increased interest, fun or enjoyment and thus engagement and learning in political participation.
- o. Digital participation toolbox for youth organisations provide a capability to engage young people in discussion and decision making concerning the youth organization and the wider community.
- p. Digital platforms can support or enhance effective exposure, match making and networking between young volunteers and organizations for social good.
- q. Digitalisation can enable and support online communities of young people support.

- r. Digitalisation of communities of support can increase flexibility and oversight by moderators and facilitators.
- s. Providing social spaces for online based recreational activities such as gaming, can bring marginalized, vulnerable groups together in a space thus cultivating bonding social capital and community.

Resilience and empowerment:

- t. Digital media training enables young people and youth groups to more effectively promote their cause as well as increase awareness and impact.
- u. Introducing or drawing on digital elements (such as digital Story telling) in activities, in community events etc. can serve to upskill young people's digital skills through practice.
- v. Digitalisation can increase the efficiency and effectiveness of youth work, whether in managing, administrating youth worker duties & activities or engaging with young people, thereby increasing the capacity and effectiveness of Youth work overall.
- w. Digital platforms can expose volunteering and skills development of young people for the jobs market.
- x. Digitalisation of story-telling can attract and engage young people in new ways of learning through story telling. These can include cross-cultural skills, critical thinking, creativity and digital literacy.
- y. Digitalisation enables new, complementary or alternative ways to deliver education to Youth Workers & Young people through Massive Online Learning Courses, e-learning platforms and gamified e-learning.
- z. Digitalisation enables the continual renewing of up to date information and education resources.
- aa. Digital Decision support tools bundled with digital platform offerings helps youth organizations make decisions concerning tailoring of digital platforms such as eParticipation platforms for their needs.

- bb. Digital Self-Assessment tools provide immediate feedback and tailored information to young people on a range of issues including their mental and physical help.
- cc. Online Intervention programmes can provide a safe, anonymous and flexible way to support and provide care to young people in sensitive situations in their lives.

Tackling discrimination:

- dd. Digital media to increase reach, engagement & impact of information campaigns.
- ee. Information & Resources to report discriminatory content online.
- ff. User generated digital repositories enable the tracing, sharing and discussion of offensive content online. Thus raising awareness, learning, and an evidence base.
- gg. Providing social spaces for online based recreational activities such as gaming, can become a mechanism for information and educational campaigns of tackling discriminatory and other problems young people experience in online based recreational activities.
- hh. Social Media Influencers can help to spread the message of youth work, and the resources available for young people.
- ii. Media rich information campaigns such as YouTube videos can attract and sustain young people’s attention around youth centered issues and resources.

D. Compendium of Practices

1. No Hate Speech Movement Campaign-producing online activists for human rights online!

Country	Europe wide
Target Group	Young People, Volunteers
Purpose	Access to Services, Reaching Out, Tackling Discrimination
Digitalisation	Social Media Campaign, Digital Resources, Online Community

Aim and Scope

As youth overcome digital access constraints and their lives become ever more mediated by digital technologies, they are at greater risk of being exposed to hate speech, to more negative polarising aspects of online community, as well as the risk of being the subject of Hate Speech both on and offline. Becoming aware and educated about Hate Speech, its consequences as well as supports and solutions can be a challenge for youth regardless of age, country or background.

‘No Hate Speech’ is a youth campaign of the Council of Europe for human rights online, to reduce the levels of acceptance of hate speech and develop online youth participation and citizenship, including in Internet governance processes.

Digital elements

The campaign drew on a range of social media tools to; promote the campaign including its ‘European Action Days’, provide information & education about Hate Speech, and engage youth through blogs, social networking sites, video webinars and Hate Speech reporting tools and resources. Anyone could become part of the ‘Online Activist’ Community. Online Activists moderate and manage content on the No Hate Speech Movement platform, Facebook pages and Twitter accounts. They also help with the preparation and implementation of ‘Action Days’, as well as support the work of national campaign committees.

Social Inclusion

By combining a range of social media and creating an online community of volunteers to increase effectiveness and impact, the campaign promoted awareness, access to information, and sense of community and participation through social media and online activists. The project illustrates that a range of complementary digital tools supports and enhances initiatives with social inclusion implications. In other-words, leveraging a range of digital media increases impact of campaigns designed to create awareness, inform and thus reduce behaviours online and offline that contribute to social exclusion.

Further Information: www.nohatespeechmovement.org

2. Com'On Thessaloniki - Participatory Budgeting for Youth in Thessaloniki

Country	Greece
Target Group	18-30 young people
Purpose	Reaching Out, Empowerment & Resilience
Digitalisation	Mentoring on Digital Communication, Digital Participatory budget Platform

Aim & Scope

Participatory budgeting (PB) allows citizens to identify, discuss, and prioritize public spending projects, thus granting power around budgetary decision making. PB processes are typically designed to involve those left out of traditional methods of public engagement, such as low-income residents, non-citizens, and youth. They serve to generate trust, ownership, legitimacy and inclusion in the political or organisational process.

The municipality of Thessaloniki, Greece aims to reach out and engage it's more than 150,000 young citizens through a participatory budgeting process called COM'ON Thessaloniki, part of the COM'ON Europe Initiative. Com'On Europe is the European Platform of Participatory Budgeting for Youth under creation by seven European Youth Capital cities. The goal of COM'ON Europe is to create a framework for European cities to implement participatory budgeting processes which target young people, not just as creators and initiators but also as decision makers themselves.

Digital Elements

The COM'ON Thessaloniki project involves 'expert facilitators' who mentor youth in developing ideas, transforming them into funding proposals, and communicating and promoting them through channels like social media. Proposals are then showcased on an open digital platform where youth organizations, youth groups and initiatives can present their proposals for the city and seek support and funding in return. Young people (18-30 years old) can also participate in the implementation phase of the selected initiatives, or vote online for the project that he/she prefers.

Social Inclusion

COM'ON Thessaloniki will contribute to young people's' spirit of creativity, associativity, entrepreneurship, and community development'. It provides opportunity and mentorship for young people to engage in planning, funding and implementation of community initiatives. The project showcases how digitalisation supports participation throughout the process, by providing both in-person mentoring of digital communicative tools to promote youth led initiatives, as well as a digital platform to learn about initiatives, link with funding sources, and engage in prioritising them.

Further Information: <https://www.facebook.com/comoneurope/>

3. Quintana 4D: Digital Ghosts of a Future Past

Country	Italy
Target Group	4-30 years of age Young People
Purpose	Reaching Out, Empowerment & Resilience
Digitisation	Augmented Reality, Maker Space, Digital Tools

Aim and Scope

'It can be harder for young people to find their own place in well-established social contexts in Italy when their digital-oriented culture does not fit so well with tradition. The City of Foligno in Umbria is facing such a challenge nowadays.' (Testimonial)

The City of Foligno, Italy is committed all-year round to the planning and delivery of two 2-week events, in June and September, filled with Baroque-age inspired cultural events, contests, a historical parade and the 70-year old tradition of the "Joust of the Quintana". These events promote identity, community and social inclusion through celebrating cultural heritage. However, young people in their late teens or early twenties are leaving the event community at an unprecedented rate as they do not feel "Elders" in charge acknowledge the merits of adapting the celebrations to the digital age. Thus they feel the celebrations do not connect with or express part of their own culture.

Digital Elements

The "Quintana 4D Museater Labs" project started 2 years ago. Hosted at the Brunetti-Candiotti baroque palace, a Co-Ordinator supports millennial volunteers working towards 'infesting' Foligno with geo-located digital ghosts telling tales of the Quintana and the City

to visitors. Furthermore, an Augmented Reality (AR) enhanced tour of a Palazzo Brunetti-Candiotti exhibition has become both the focus for educational activities of almost every school in Foligno and a destination for occasional visitors and guided tours. High schools sends students to develop applied digital skills (scripting stories, editing videos, designing digital baroque costumes, practicing as tour guides, digitizing 3D objects and buildings for virtual reality, creating AR experiences, optimizing energy consumption, etc...). Primary and infancy schools sends their students to have fun and learn at the Q4D Museater Labs. Slowly, other significant stakeholders began to support the project by offering time, knowledge and training to young people. For example, many local cultural associations, a non-profit theatre company, a software development company, as well as a social inclusion and digital innovation focused training company worked with students at the Labs.

Social Inclusion

The project serves to reinvigorate and re-engage young people in the culture, history and community of the city, by adapting digital elements to traditional events. Furthermore, the project promotes social inclusion by engaging & helping young people explore, build and shape a digital dimension of their cities cultural heritage whilst equipping them with transferrable skills with which to do so.

Further Information: <http://quintana4d.it>

4. Online Platform and App Linking Refugees to Training and Employment Opportunities

Country	Greece
Target Group	Refuges & Migrant Youth
Purpose	Access to Services, Empowerment & Resilience
Digitisation	Digital Job seeking Platform & APP

Aim and Scope

Refugees and vulnerable migrants seeking employment and training opportunities often have language barrier difficulties, digital literacy barriers and inadequate and effective avenues to learn about available opportunities.

Caritas-Hella is an organisation which ‘creates and implements actions and programs of humanitarian and philanthropic content, as well as to develop a spirit of solidarity within

society'. In 2017, a Needs Assessment found that many refugees come to Caritas Hellas in search for help on finding a job. They subsequently commissioned the development of an online platform to help refugees and immigrants get information about training and employment opportunities.

Digital Elements

A Social Worker/Job Counsellor interviews the job seeker and fills out their profile and employment related details into an online platform including their language and communication preferences. Their details are then periodically and automatically matched with available job and training opportunities and communicated to the job seekers. Importantly, the platform generates a CV tailored for the local language, and facilitates subsequent communication with the Social Worker/Job Counsellor including a language translation featured chat feature that enables the job seeker to communicate in their preferred language.

Social Inclusion

Digitalisation via an app and online platform supports and enhances a social workers/Job Counsellors relationship with migrant and refugee job seekers, whilst also assisting with language barriers, access barriers to job information, and skills barriers to developing and communicating a CV. It also empowers beneficiaries by promoting a sense of hope and belonging to the community as the tool automatically sends them regularly job opportunities tailored to their profile. Importantly, the App, through which the beneficiary communicates with the system is designed to be easily accessible to any user with very basic digital skills.

Further info: <https://platform.caritas.gr/#!/>

5. Smart Toolbox

Country	Estonia
Target Group	Youth Workers
Purpose	Access to Services, Reaching out, Empowerment & Resilience, Tackling Discrimination
Digitalisation	Online resources relating to the use of digital tools for Youth Work

Aims & Objectives

Whilst internet technologies have heralded tremendous opportunities and challenges for Youth Work, 'Smart youth work is about enabling young people and youth workers to create innovative solutions (including digital ones) to meet current challenges, and cope with new challenges by seeking new connections and using new innovative tools.' (ENTK)

At the Estonia Annual Youth Work Week in November 2017, the Estonian Youth Work Centre launched a virtual toolbox for youth workers, which contains information and tips about smart youth work and guidelines how to organise an event using digital tools.

Digital Elements

They've put together an online resource 'Smart Toolbox' divided into 'Smart Youth Work and the World of Digital' and 'Event Management Guidelines' containing 28 different materials, 47 different tools and 14 reading possibilities to improve skills needed for smart youth work. Furthermore, based on a survey of best digital tools of Youth Work Educators, they list 112 digital tools according to 21 different work categories that can be applied to make youth work more effective.

Social Inclusion

By employing Smart solutions, youth work can be made more effective, i.e. Reaching more young people, increasing opportunities for young people's creativity, self-initiative and joint activities, reducing the risk of youth exclusion, increasing the involvement of young people, improving their employability, and supporting young people's active participation in the community and in decision-making.

Further Information: <https://www.entk.ee/toeeriistakarp-nutikatele>

6. Youth Employment Plan & the Digital Social Lab

Country	Spain
Target Group	Rural Youth, Marginalised
Purpose	Access to Services, Reaching Out, Empowerment & Resilience
Digitalisation	Digital Training Laboratory for Social Innovation

Aim and Scope

Ensuring Social Inclusion of youth means providing access and opportunity to skills and job training for those geographically or otherwise marginalised.

Aupex develops a variety of lifelong learning projects particularly in relation to digital and social inclusion. They identified 3 different profiles in Extremadura, Spain: youth without basic qualification, young people with intermediate studies who can't find a job and youths who, after university, are not able to find a suitable job opportunity according to their education. They found that 90% of them live in rural areas. Through the 'Youth Employment Plan', Aupex provides information and supports digital skills training for youth, with an emphasis on co-creating and designing their own training, thereby promoting empowerment and resilience. They have now began developing a 'Digital Social Laboratory' through a group of 25 eFacilitators who are currently working on Slack to design the pilot activities.

Digitalisation

The Digital Social Laboratory is a flexible training program about coding, maker culture, robotics as well as other workshops and events related to the second wave of digital skills. The aim is to enable social innovation projects that emerge when youth find themselves free and empowered to experiment with technologies.

Social Inclusion

By supporting digital skills training via social innovation projects, these projects enable and encourage sometimes marginalised youth to work positively together on tackling societal challenges, whilst contributing to their own empowerment via digital skills training through the activities.

Further information:

http://www.nccextremadura.org/descargas/documentos/dipticoPEJ_PAT.pdf

7. Programs for the psychosocial empowerment of youth: Online Counselling

Country	Cyprus
Target Group	Youth in Distress
Purpose	Access to Services, Empowerment & Resilience
Digitalisation	Web Chat Forum for social and psychological support

Aim and Scope

Many young people face mental and social difficulties but may be unaware of supports, feel disempowered to seek supports, or have cost or geographic constraints inhibiting supports.

The Youth Board of Cyprus is a semi-governmental organisation, designing actions and policies for the welfare of the youth of Cyprus. Among other programs and actions, there are 4 services acting as a network with the collective name: Programs for the Psychosocial Empowerment of Youth. Online Counselling is one of the 4 services.

Digital elements

Online Counselling was founded to enhance accessibility to professional and high quality services. The Youth Board of Cyprus hosts an online platform under the name Online Counselling which is a free to access, anonymous web forum where anyone can ask for professional guidance and support for a broad range of psychological, emotional or social problems and concerns. The platform gives the opportunity to log in using a password and chat online in a one – to – one basis, with a specially trained psychologist. For example, youth with communication difficulties, withdrawn, with poor social skills etc. can benefit from Online Counselling.

Social Inclusion

By enabling access to professional guidance and support via a free to use, anonymous, user-friendly, 24/7 online platform, such mechanisms support the marginalised and disempowered to access needed services and seek and receive help. It gives the opportunity for professional guidance and support to young people with mobility problems, those living in remote areas, those who demand anonymity or those who require professional support outside of normal business hours.

Further information: www.onek.org.cy

8. Care Leavers App

Country	Austria
Target Group	Youth Care Leavers
Purpose	Access to Services, Reaching Out
Digitalisation	Smartphone app providing information, guidance and peer support

Aim and Scope

Children who are placed for a period in alternative care must successfully transition to their new life upon leaving care. This can be difficult due to the sudden changes in habit, social and emotional support in care, and isolation from those who empathise, understand and support the care leaver.

SOS Children’s Villages works to support and provide a range of alternative care settings for children who can no longer live with their parents. One of their latest digitalised projects is a care leaver mobile application that was developed to support young people leaving alternative care, and create a peer support network.

Digital Elements

Currently in a pilot phase, the support app is a smartphone app containing information, guidance and the ability to connect with other care leavers. Such initiatives have also taken place in the UK whereby several local authorities have launched a ‘Care Leavers App’ to provide up to date information and expert guidance to care leavers.

Social Inclusion

By supporting care leavers via a smart phone app, organisations can enable and ease access to a range of information and guidance to those entering a potentially vulnerable period in their lives. An accessible and easy avenue to connect 24/7 with peers thereby facilitating support and community building can be one effective measure to encourage social inclusion.

Further Information: <https://www.sos-childrensvillages.org/prepare-for-leaving-care>

9. Eurodesk Chatbot on Facebook Messenger

Country	Europe wide
Target Group	Young People
Purpose	Access to Services
Digitalisation	Facebook Chatbot

Aim and Scope

To reduce cost and increase effectiveness of providing tailored information and support to young people as well as to reach out, communicate and engage easily and quickly via

familiar communicative youth practices, organisations are leveraging new technologies to support and extend the reach of existing services.

As a support organisation to Erasmus+, Eurodesk makes information on learning mobility comprehensive and accessible to young people and those who work with them. Eurodesk is the main source of youth information on European policies, mobility information and opportunities. It answers enquiries and provides guidance for mobile young people across Europe. Eurodesk updates and manages content on the European Youth Portal, it also answers enquiries coming from the Portal.

Digital Elements

The Eurodesk chatbot, named EMA (Eurodesk Mobility Advisor), is a virtual digital Eurodesk officer providing youth friendly services to the Eurodesk target group to get fast and accurate information and access Eurodesk services. It is a service available 24/7. The information stored in the system spans from studying to working to volunteering. Furthermore, EMA provides opportunities for being active citizens. In order to ask EMA, users need to go on the Eurodesk Facebook page and start the conversation on Messenger. EMA guides the users through a series of questions in order to be able to provide them with the information they are looking for. It gives them useful links where they can explore opportunities or deepen their knowledge about anything they wish to know. At the same time, the bot also supports hybrid human interaction and connects the users to Eurodesk officers so they can practically give them tailor-made information, counselling and specialised support.

Social Inclusion

By offering an automated yet tailored means to communicate with young people, as well as direct users to Eurodesk officers when needed, Eurodesk is an example of how new technology can maximise the time and resources of staff to assist young people, whilst increasing capacity to assist those in need. This in turn increases the organisations ability to deliver needed services and empower young people to get support and seek out opportunities.

Further Information: <https://www.facebook.com/Eurodesk>

10. YES - Youth Engagement in Society

Country	Europe Wide
Target Group	Young People
Purpose	Access to Services, Reaching out, Empowerment & Resilience
Digitalisation	Web based Platform to enable participation and develop knowledge around pressing policy issues.

Aim and Scope

Due to the current political events, including terrorist attacks, BREXIT, the migration challenge, it is of particular importance that young people feel not just citizens of Europe but become engaged, feel empowered and capable of influence on European issues that affect their lives.

TERRAM PACIS is an independent, humanitarian and non-profit organisation, highly passionate about youth education. The main objective of YES is to create, implement, test, and evaluate a game-based online tool and system (like a deck-building card game) for debating European topics in teams.

Digital Elements

In YES, the system proposed is a game-based tool in form of an animated online card-game enabling and supporting debates about politics and society amongst youths. Youths will form teams that could for example consist of school classes or mixed international teams. A card-game mechanism enables teams to prepare their own deck of cards with different statements that are appropriate to strengthen or defend one's own position, creating cards with special functions (such as argument and counterargument). The topic can be selected by the youth workers / trainers and the learners. The game goes through several steps from 'Preparation Phase', 'Discussion and Game Phase' to 'Reflection Stage'.

Social Inclusion

In order to provide opportunity and encourage the disenfranchised, vulnerable and margined youth in certain parts of Europe to have a voice and a forum to engage and learn, new approaches are needed to foster interest, debate and learning that acknowledge the lives of young people today. Those who may be receptive to gamified digital strategies for Social Inclusion can benefit by developing cultural awareness and expression, social and

civic awareness and competences and learn to hone and structure their communicative ability to debate and learn.

Further Information: ERRAM PACIS: <https://www.terrampacis.org> YES-Website: <http://eduproject.eu/yes/en/leveransen> YES-Tool: <http://yes-cards.dev-lg.de>

11. No Profit Challenge

Country	Italy
Target Group	Young People
Purpose	Access to Services, Reaching Out, Empowerment & Resilience
Digitalisation	Web Platform & App to connect ONPs with Volunteers

Aim and Scope

New mechanisms to expose the availability of volunteer opportunities and effectively match suitable volunteers to initiatives heralds' opportunity for empowering young people for social good, learning new skills and increasing the available pool of volunteers to create impact.

The Association Giosef - Giovani Senza Frontiere (Youth without Borders) - was founded in April, 1998 and aims to promote active European citizenship and youth empowerment. Giosef is involved in several social inclusion and youth participation activities aimed at creating new dimensions for young people in social and public life in order to facilitate their ability to cope with the needs of new generations. In 2017 they launched a digital platform and app called 'No Profit Challenge' in Sicily (funded by a private Italian foundation "Fondazione con il SUD") to expose and match make organisations and potential volunteers.

Digital Elements

No Profit Challenge (NPC) is a web-platform and app for Android that facilitates the matching between ONPs and potential volunteers. It is based on a social-friendly structure, where both organisations and people can create their profile, picking the "causes" they care the most and the soft skills they want to develop. Organisations can post their call for help, indicating place, time and day of the activity, causes of interest and skills that are to develop. Volunteers can look through the calls, already filtered by geographical distance and causes and skills chosen and ask to take part in the activity. At the end of the activity, ONPs post an impact report, with photos and videos of the activities and describing the results

reached. The system then automatically generates a certificate of participation stating the skills developed thanks to that activity.

Social Inclusion

Initiatives like No Profit Challenge enable young people to enhance their social inclusion by exposing young people to volunteer opportunities suited to their needs. By taking part in activities that have high social impact in their community and by developing new soft skills (valuable nowadays for entering the labour market) they can certify their involvement and learnings via a certificate downloaded in PDF from the web-platform. In this way they also increase their level of participation in society and understand the importance and value of being an active part of the community they live in.

Further information: <https://noprofitchallenge.org/en/> <https://youtu.be/-lujH59MgPA>

12. Moderated online discussion group as a component of targeted youth work - intervention by PROMEQ research project

Research based

Country	Finland
Target Group	Young People
Purpose	Reaching Out
Digitalisation	Online Community Forum to promote sharing of experiences of social exclusion

Aims and Scope

Good Social relations and related loneliness issues are identified as common wellbeing deficits among young adults not in education or employment. Furthermore there is a need to study the potential of online group discussion forums alongside guidance and rehabilitative services provided by targeted youth services.

The Finnish Youth Research Society is a non-profit organization founded in 1988, for the purpose of promoting multidisciplinary youth research in Finland. The goal of the Youth Research Society is to develop youth research and to provide information and expertise on matters relating young people - studies, perspectives, interpretations and political stands. An online Community Forum was developed as an intervention as part of the research

consortium Inclusive Promotion of Health and Wellbeing (PROMEQ) funded by SRC/Academy of Finland (2016-2019).

Digital Elements

During the intervention, 16-29 year old clients of targeted youth services (youth workshops, one-stop guidance centres and out-reach youth work) in three cities were invited to share experiences related to e.g. social connectedness, loneliness and welfare services, in an anonymous online community. There was a 9 week schedule for structured threads and discussions initiated and moderated by youth/social workers. Digitalisation allowed the young adults to be completely anonymous and read and write stories at times best suited for them.

Social Inclusion

Online Community Forums can provide an accessible and safe space to promote community building and inclusion, empowering young people who feel excluded from society and would benefit by sharing experiences and having a voice. The intervention was considered positive by both the professionals and the young adults. Key learnings included the importance to reserve enough time for co-creation and negotiations with the professionals on how to combine novel work methods and moderation with their day-to-day workload.

Further Information: <https://www.researchgate.net/project/Inclusive-Promotion-of-Health-and-Wellbeing-PROMEQ-Subproject-focusing-onyoung-people>

13. BRIGHTS “Boosting Global Citizenship Education using digital storytelling”

Country	Belgium, Greece, Croatia, Italy
Target Group	13-19 year old Young People, Youth Workers
Purpose	Access to Services, Empowerment & Resilience, Tackling Discrimination
Digitalisation	Blended learning, MOOC, Digital Story Telling

Aims and Scope

Empowering youth people with the skills, literacies and competences to understand, communicate and tackle their own forms of social exclusion as well as to understand, advocate and campaign for others, requires careful research and commitment.

BRIGHTS project is co-funded by the Erasmus+ Programme of the European Union under the Action KA3 Social Inclusion through Education, training and youth. BRIGHTS aims to foster social cohesion and promote intercultural dialogue and democratic values in Europe. BRIGHTS promotes Global Citizenship Education (GCE) in formal and non-formal Education with the help of digital storytelling (DS) techniques.

Digital Elements

Using a blended learning approach in terms of an online eLearning platform (MOOC: Massive Open Online Course) and face to face workshops, teachers and trainers learn the principles of Global Citizenship Education and its application through digital storytelling. Afterwards, teachers and trainers implement the BRIGHTS methodology directly with young people at risk of marginalisation (13-19 years old). Students will be engaged in the production of digital stories on GCE topics. Through the production of digital stories, students are empowered to combat radicalization and social exclusion and develop social, civic, and intercultural competences as well as critical thinking, media literacy, creativity and digital skills.

Social Inclusion

More than 1,000 teachers and trainers enrolled in the massive online course demonstrating Global Citizenship Education (GCE) is of high concern to educators & the public. This suggests the MOOC (Massive Open Online Course) responds to crucial training needs that are emerging among young people, such as intercultural and cross-cultural skills, critical thinking, creativity and digital literacy. Strong take up of the GCE MOOC overall adds to socially inclusive training and education programs in Europe where young people are empowered to tell their stories to learn, raise awareness and help others.

Further Information: <http://www.brights-project.eu/>

14. Non-toxic – non-discriminating gaming culture

Country	Finland
Target Group	13-19 Young People, Youth Workers
Purpose	Reaching Out, Empowerment & Resilience, Tackling Discrimination
Digitalisation	Digital Game Resources

Aim and Scope

Achieving a safe space where young people can enjoy their leisure time whilst learning and developing social connections can mean looking to popular ways young people choose or wish to spend their free time.

The gaming activities organised (since ca. 2000) by the City of Helsinki have always attracted young people who otherwise wouldn't participate in youth work services. The Non-Toxic Non-Discriminatory Game Culture project is a two-year project (06 / 2017-05 / 2019) coordinated by the City of Helsinki Youth Services. The project aims to develop gaming activities for everyone open and safe, free of hate speech and harassment.

Digital Elements

Helsinki Youth Services host open gaming activities for young people as well as targeted sessions for minority, marginalised or vulnerable groups. By providing means and facilities (pc's, consoles, newest video games, board games, programmes for game development, e-sports coaching etc.) for young game enthusiasts, Helsinki youth services supports leisure-time possibilities for young people also coming from homes where parents can't or won't support the gaming hobby. Importantly, Gamers sometimes deviate from the norm (e.g. female gamers) and budding gamers are also facing more discrimination, harassment and hate speech in online gaming. The project provides young gamers and professionals with information on how to speak and ways to respond and promote equality through training, workshops and themed gaming events.

Social Inclusion

Even though open for everybody the gaming activities organised in youth clubs often tempt only boys. Thus they began to organise gaming activities for targeted groups who don't participate in the open activities: e.g. for LGBTQIA youth, girls, and boys in vulnerable situations. These groups often don't feel safe in regular gaming events and activities. Organised gaming activities is also a venue with which to learn and educate youth about the risks and means to deal with online gaming due to online discrimination, harassment or hate speech. Gamers learn many important skills and form relationships that might be useful in their future working life.

Further Information: The study of young gamers' experiences (in Finnish, summary in English): <https://www.hel.fi/static/nk/Julkaisut/non-toxic.pdf>

15. CLICNJOB: An online service enabling youth workers to better support young people

Research

Country	France
Target Group	Youth Workers, Young People
Purpose	Access to Services, Empowerment & Resilience,
Digitalisation	Digital Platform & App

Aim and Scope

Whilst NEETS (Young person not in employment, education or training) often have an appetite for digital tools for recreational activities, many have difficulty using digital tools for job or professional purposes.

WeTechCare is a French non-profit organisation whose mission is to help excluded people access digital technologies in order to better integrate with society. Based on the results of a study on NEETS, they sought to (1) provide youth workers with digital tools, in order to help them "speak the same language" as their audience and (2) help NEETs (young people Not in Education, Employment, or Training) address their professional needs through providing them with dedicated online services.

Digital Elements

Working for over a year, including with key stakeholders (50 youth workers, 24 focus groups with NEETS) led to a digital platform being launched in 2016. The eLearning platform provides custom trainings for youth workers and social organisations' boards to enable social organisations to include digital tools in their service offering and to help professionals to leverage from these digital tools to better support young people. Furthermore, young people can access features, to use independently, or with youth workers (e.g. learning modules, CV creator, interaction with social workers etc.). To reach young people directly who prefer to or need to use smart phones to access the internet, they launched the mobile app prototype in 2018. The mobile app aims to connect NEETs with professionals from various companies willing to give them a hand in their professional integration journey.

Social Inclusion

Since its launch over 200,000 users and 200 youth centres use the platform. Providing user friendly, multi device compatible interfaces promotes ease & access to young people. Furthermore, digitalisation enables new, complementary or alternative ways to deliver education to Youth Workers and Young people through Massive Online Learning Courses, e-learning platforms and gamified e-learning.

Further Information: www.clicnjob.fr

16. Youth shape their future through digital tools: #OPIN #webDays

Country	Germany & European Partners
Target Group	Youth Workers, Young People
Purpose	Reaching Out, Empowerment & Resilience
Digitalisation	Digital Platform for eParticipation

Aim and Scope

Getting young people interested and involved in political participation including the ease and effort with which they can do so has been a challenge in Europe, particular from those socially excluded.

Project “EUth - Tools and Tips for Mobile and Digital Youth Participation in and across Europe” (Horizon 2020) aims to build young people’s trust in political institutions and decision-making processes using technology. OPIN eParticipation toolbox has been developed as part of a 3 year European project involving partners across Europe and is a platform for youth political participation.

Digital Elements

OPIN is an all-in-one digital and mobile participation toolbox, easily embedded in the web presence of youth organisations or public administrations. It includes guidelines that have been prepared after extensive research of eParticipation practice cases. These guidelines enable youth workers and leaders to start digital participation processes with youth. Another innovation that makes the access to resources and technology lower is the Decision Support Tool that facilitates choosing best suited pre-generated templates for eParticipation.

Social Inclusion

Getting young people interested and involved in political and decision making processes in the digital age can be a challenge. Furthermore, many youth organisations do not have the resources to implement effective participatory and engagement mechanisms with young people in their communities. The eParticipation toolbox including its decision support tools adds to the capacity of youth organisations in engaging youth and participating in their community.

Further Information: <https://www.euthproject.eu/>

17. Click for Support - REALized: web-based intervention for young consumers of New Psychoactive Substances: 'Mind Your Trip'

Research

Country	Germany & European Countries
Target Group	Vulnerable, Distressed Young People
Purpose	Access to Services, Empowerment & Resilience
Digitalisation	Web Platform

Aim and Scope

Over the past decade, New Psychoactive Substances (NPS) have been developed and proliferated rapidly, yet inadequate information sources are available for users regarding risks and harms of NPS use, as well as a lack of prevention interventions for NPS use.

Project managers and prevention experts from 13 European partner organisations have jointly, in collaboration with an IT company, developed a web-based intervention programme (WBI) for young users of New Psychoactive Substances. The WBI was developed based on the "Click for Support Guidelines for online selective drug prevention" from a previous joint project.

Digital Elements

The WBI will be offered online between June and October 2018, after which an evaluation will take place. The WBI will consist of an informational part on the effects and risks of consumption of different new psychoactive substances, a self-assessment test for users, and a 30-day intervention programme operated by national prevention experts. Contents will partially be informed by NPS users themselves through two rounds of national focus groups.

Results of the WIB evaluation will be presented at the project's Final Conference in Germany, November 2018.

Social Inclusion

The internet is the most used source for young people when accessing information, and thus it is important to ensure required information is available in a format and language that young people can easily consume. By co-creating with NPS users on the contents of a web intervention programme, its relevance and use is better assured. Furthermore web resources allow vulnerable and distressed young people to seek out information, assess their situation & get help in a safe and easily accessible place.

Further Information: www.clickforsupport.eu

18. Youth Work HD

Research

Country	Croatia, Italy, Latvia, Lithuania
Target Group	Youth Workers,
Purpose	Access to Services, Reaching Out, Empowerment & Resilience
Digitalisation	ELearning Platform

Aim and Scope

Whilst digitisation of aspects of youth workers communication and engagement with youth can benefit social inclusion, youth workers must also continually update their knowledge and skills in order to understand how to reach out to Youth, and to best ensure they have the best chance for empowerment.

Youth Work HD is a strategic partnership financed by the European Commission through Erasmus+ program with project partners from Croatia, Italy, Latvia and Lithuania. They conducted research amongst 500 youth workers in the four partner countries involving three main activities: desk research, online questionnaire and multi-stakeholder focus groups. Based on the research an online platform with an e-learning component was developed.

Digital Elements

The platform Youth Work HD is developed and launched, and at this point has one course consisting of four modules: Reaching out to young people, Cooperation with relevant stakeholders, Policy impact in the field of youth work and Usage of ICT tools. They found

those topics to be relevant for all the fields in which youth workers are active, and not dependant on their formal connection to the organisations that they work or volunteer in. The course is available in 4 languages (Croatian, Italian, Latvian, and Lithuanian) with online education lasting 8 weeks. The platform also contains links to a number of informational and educational resources useful to youth workers in the field, and contains country reports arising from youth worker research.

Social Inclusion

By continually training and equipping youth workers with the knowledge and skills necessary to best engage and work with youth in a fast changing technological world, youth workers are empowered to tackle social inclusion through their work. Appetite for quality and flexible training options for youth workers is currently high. This is evidenced by registered users of Youth HD, which was double what was anticipated in the project proposal.

Further Information: <http://www.youthworkhd.eu/>

19. LGBTIQ in Tech

Country	Slovenia
Target Group	LGBTIQ Young people
Purpose	Reaching Out, Empowerment & Resilience,
Digitalisation	Digital knowledge exchange, Maker space, Digital Artefacts

Aim and Scope

Whilst much of the practices we have discussed focuses on digitalisation and social inclusion using digital tool focused supports and interventions, by bringing minorities together already digitally skilled, community develops and digital tools that benefit social inclusion can emerge.

LGBTIQ in Tech is a Slovene initiative to connect ‘geeky’ Lesbian, Gay, Bisexual, Transsexual, Intersexual, and Queer people. LGBTIQ in Tech also offers support and encourages positive representation.

Digital Elements

LGBTIQ in Tech brings together a range of ‘tech’ minded people from developers, designers, marketers, video editors, data scientists, entrepreneurs to growth hackers and similar

professions. Current activities of LGBTIQ in Tech include meetups, get-togethers, co-working days, and workshops. A typical meet up would include an 1) Ice-breaker 2) 20 minute talks 3) 5 minute show & tells and 4) social time. They maintain both a website containing information about LGBTIQ in Tech as well as a Facebook book group where people can stay up to date on activities. Already, the community has produced several digital artefacts, including the website, <http://odustdoust.si/> which facilitates the posting, organising and making freely available ‘information that normally remains in closed circles of the LGBTIQ + community.’

Social Inclusion

Technology focused ‘Meet ups’, ‘social labs’ and ‘maker spaces’ etc. are not only a good way to bring those social excluded or at risk of social exclusion together in order to connect, learn and grow, they can also foster further good through the innovations they generate for the wider community.

Further Information: <http://lgbtiq.tech/>

20. Youtube in Youth Work

Country	Lithuania
Target Group	Young people
Purpose	Access to Services,
Digitalisation	YouTube information Campaign

Aim and Scope

Young people may have a lack of knowledge about youth centre availability and services, youth worker led initiatives and projects in their area. Furthermore many young people today have a preference and a tendency to visual forms of information. Whilst some youth centres are experiencing attrition with fewer young people signing up to different activities in the field of youth, leveraging digital media can help to address and reverse this challenge.

In Lithuania, they decided to take advantage of using the YouTube channel. They involved the most popular ‘YouTubers’ (YouTube content creators) in order to spread information about youth policy, available activities, open youth centres and open youth spaces where young people can spend their time, volunteer, or access supports etc.

Digital Elements

Six of the most popular YouTubers visited and filmed 6 short movies about open youth centres and about volunteering. They posted these movies on their YouTube channel in order for their viewers to watch. They chose the International Youth Day (12 of August) to post these movies to their channel. Furthermore, on that day they started a campaign, by asking for ideas based on questions: What should be done in order to make life better for young people in Lithuania? And what needs to be improved in the field of youth policy?

Social Inclusion

Results of the project were surprisingly good. They reached more than 120 000 young people in a couple of days (normally they reach about 40 000 per year). Furthermore, they received back more than 77 ideas in response to their campaign.

Further Information: <https://www.youtube.com/watch?v=YtiUKg719NI&feature=youtu.be>